

March 2012

## **OWNER SAFETY RECALL NOTICE**

**12E-007**

### **ReadyMount™ Assembly**

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ride Control, LLC has decided that a defect which relates to motor vehicle safety exists in front ReadyMount™ Assemblies. Certain of these assemblies were produced with a nut without a necessary washer. The absence of the washer can allow the ReadyMount Assembly to pull apart the top mount. If the assembly separates during installation, it could result in injury to the installer. If the Assembly is on the vehicle, the driver may notice a rattle or rubbing noise coming from the front suspension area. In addition, there may be higher than normal steering efforts, decreased ride performance, or some difficulty in maintaining vehicle directional control. If the assembly separated while the vehicle was moving, it could result in secondary damage to surrounding vehicle components, which may result in a crash.

#### **Identification of the ReadyMount Assembly Covered By This Recall:**

Ride Control part numbers for the ReadyMount Assemblies are Gabriel® part number – 746641MT and 746646MT. The corresponding aftermarket customer part numbers are: G56944, G56945, G68944 and G68945.

#### **What We Will Do**

Ride Control plans to repurchase and replace the affected parts. To the extent that the parts are already installed on a vehicle, Ride Control has set up procedures to inspect/repair or replace the affected parts without charge to the vehicle owner.

#### **What You Should Do**

Use the ReadyMount Assembly Inspection, Repair and/or Replace procedure to determine if the parts you have purchased are covered by this notification.

##### **For Uninstalled Part(s):**

Please call 1 (800) 999-3903 to arrange for pick up and replacement, without charge, if you have any of the Gabriel ReadyMount Assemblies covered by this notification that you have not installed on your vehicle,

##### **For Installed or On-Vehicle Part(s):**

Please see attached inspect, repair and/or replacement procedure.

You may consult an ASE certified automotive repair technician if you are not able or comfortable in performing this inspection, repair and/or replacement. Removal and installation labor will be covered by Ride Control, LLC utilizing customary national average service rates of \$75.00 per hour at 0.85 man hour per replaced unit, maximum of 1.8 man hours for both sides, if necessary.

If you still have any of the Gabriel or PartsMaster branded ReadyMount Assemblies covered by this notification please contact Ride Control at **(800) 999 3903**. You will be advised how to return the product for a full refund.

### **ReadyMount Assembly Visual Inspection, Repair and/or Replacement Procedure**

Each ReadyMount Assembly that is good will have a hex nut and a washer. The assemblies that need to be removed and returned have a hex nut and no washer. See the Inspection, Repair and/or Replacement Procedure, attached.

### **Reimbursement for Repair or Replacement Prior to Recall**

If you have previously experience this issue and have had the ReadyMount Assembly repaired or replaced, you should call Ride Control at 1-800-999-3903 to determine your eligibility for reimbursement.

### **Communication**

If you conclude that Ride Control has not enabled you to remedy this condition without charge in a reasonable time, you may call Ride Control at 1-800-999-3903. If you are still not satisfied, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience that this situation may cause. Ride Control wants to assure you that we are concerned for customer safety and your continued satisfaction with our products.

Sincerely,

Ride Control, LLC